Chapter 3

Web Access

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3.1 Web Access Overview

The NSLDS Financial Aid Professional Web site can be found at WWW.NSLDSFAP.ED.GOV. At the **Logon** page (Figure 3–1), enter **User ID** and **Password**, then click **Logon**. *See Chapter 2 for information on obtaining a User ID and Password*.



Figure 3–1, Logon

You may get system requirements information, or change your password before logging on by clicking the appropriate link. For general logon help and tips, click the icon. For further help, click the icon, which displays the **Contact Us** page. This page displays the Customer Service Center phone number, 1-800-999-8219, and email address, nsldscoe@raytheon.com.

The next page reminds you of the **Privacy Act** (Figure 3–2) responsibilities and requires your acknowledgment at each logon by clicking the **I Agree** button at the bottom of the page.

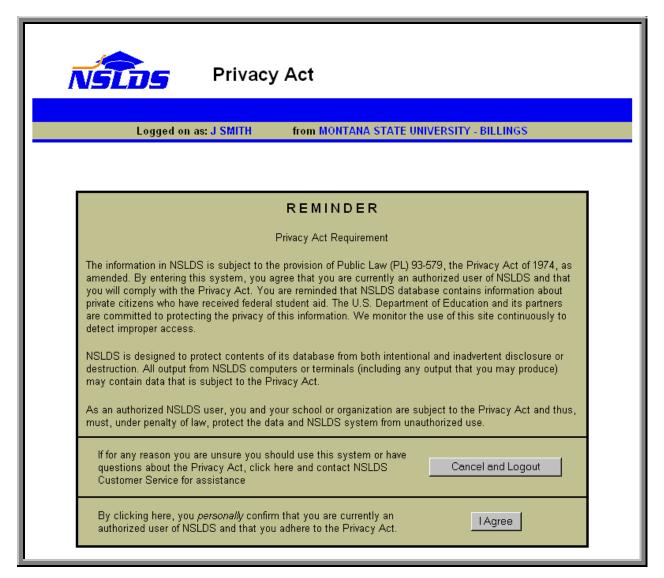


Figure 3–2, Privacy Act

After logging on successfully, the main **Menu** will appear (Figure 3–3). **Messages**, on the left, contains updates or news affecting the entire user community. On the right, **Financial Aid**, **Organization**, and **Reporting** appear. Some menus contain links to other information (e.g., under **Financial Aid**, you can click **Loan History**.)

ED staff has access to most of the functions that are available. However, some update capabilities are limited to those users who have a need for them (e.g., **Enrollment Update** is only available to school users.)

3–2 Semiannual Delivery

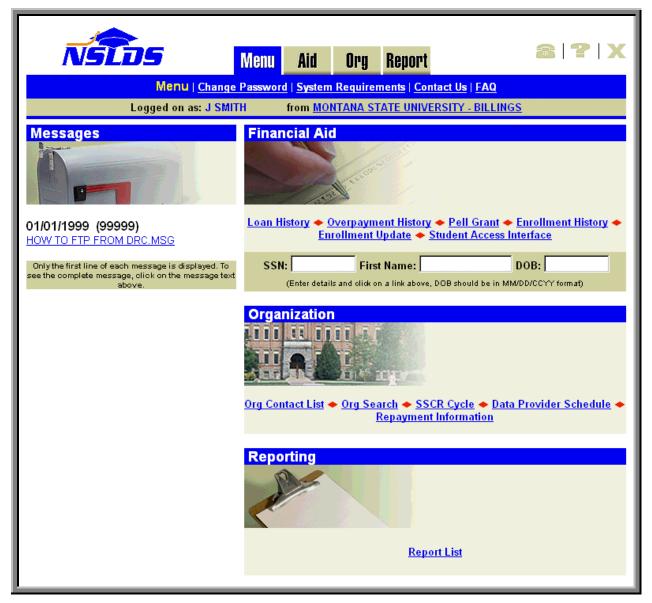


Figure 3–3, Main Menu

For a quick start, enter a student's identifiers (i.e., **SSN**, **First Name**, and **DOB**) in the appropriate fields under **Financial Aid**, and click a link to the desired student information.

3.1.1 Navigation

The menu tabs always appear at the top of each page: **Menu** for main menu; **Aid** for **Financial Aid**; **Org** for Organization; and **Report** for **Reporting**. Below each tab, you can click on other links to view relevant information. Figure 3–4 shows how the web pages flow.

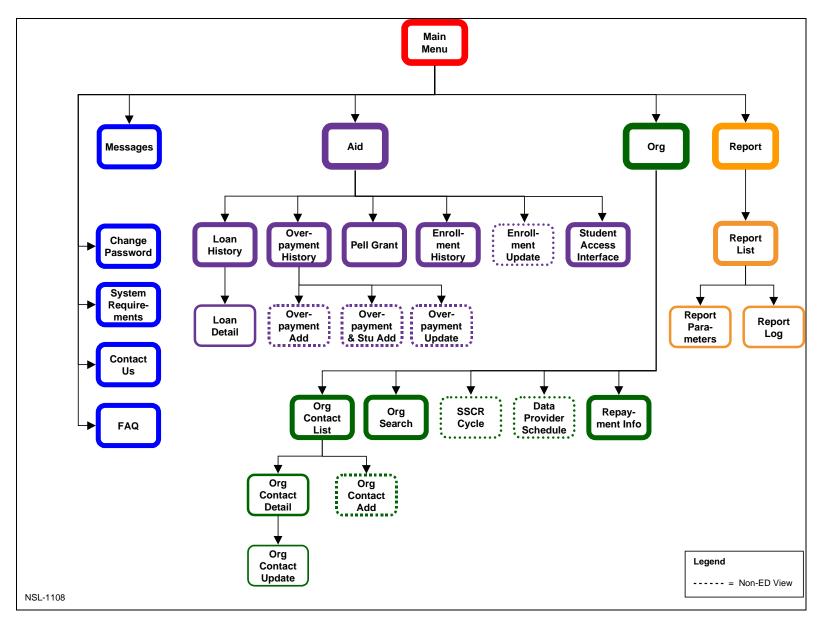


Figure 3–4, Web Page Flow Diagram

January 25, 2001

3.2 Main Menu

3.2.1 Help

To answer general questions about this site, a **Help** system is available to assist you. You can get system-level help by clicking the graphical symbols in the upper right-hand corner of every page. If you are having trouble getting started, remember that this site works best when you use either the Netscape 4.0 (or higher) browser or the Microsoft Internet Explorer (version 4.xx, 5.0, or higher) browser. You can always call our Customer Service Center at 1-800-999-8219 if you run into any problems along the way.

- Clicking the icon takes you to the NSLDS Customer Service Center page with contact information.
- Clicking the icon takes you to a **Help** page. These icons appear in areas where you may have questions.
- Clicking the icon logs you out and returns you to the **Logon** page.
- icon alerts you to factors that can affect a student's eligibility.
- icon identifies information that is useful but not critical.

•

3.2.2 Change Password

Change Password (Figure 3–5) allows you to change your current password and can be accessed from either the **Logon** page or the **Menu** page. This page shows how many days are left until the password expires.

Passwords are subject to the following rules:

- Passwords must be six to eight characters in length.
- At least one character must be a number.
- The first character must be a letter.
- New passwords must be different from the last four passwords you have used.
- Passwords are valid for 120 days.
- After three unsuccessful logon attempts, your access to NSLDS is revoked.

To discuss any problems accessing NSLDS, call the Customer Service Center at 1-800-999-8219, Monday through Friday from 8 a.m. to 8 p.m. ET.



Figure 3–5, Change Password

3.2.3 System Requirements

The **System Requirements** page (Figure 3–6) describes the system requirements for the NSLDS Web site. You will need the Microsoft Internet Explorer (version 4.xx, 5.0, or higher) browser or the Netscape (version 4.xx or higher) browser. If you do not have one of these browsers, you must download one. To provide a higher level of security, it is recommended that you use the 128-bit version of the browser.

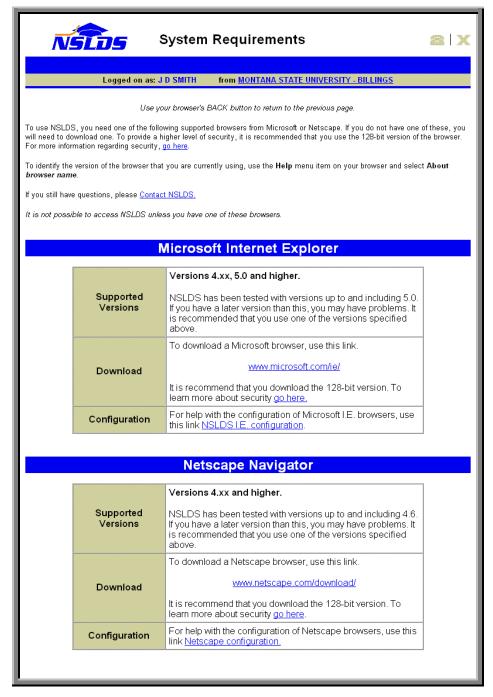


Figure 3-6, System Requirements

In addition, the browser must be capable of encrypting transmissions between your computer and NSLDS. To do this the browser uses a form of encryption called Secure Socket Layer (SSL). Current browsers will support 40-bit, 56-bit, and 128-bit encryption (128-bit is the most secure). NSLDS can operate with any of these encryption levels. For more details about security, see **Security** under **System Requirements**.

3.2.4 Contact Us

The **Contact Us** page (Figure 3–7) provides contact with NSLDS by telephone or by e-mail. To contact NSLDS for assistance by phone call 1-800-999-8219. Or, e-mail us at nsldscoe@raytheon.com.

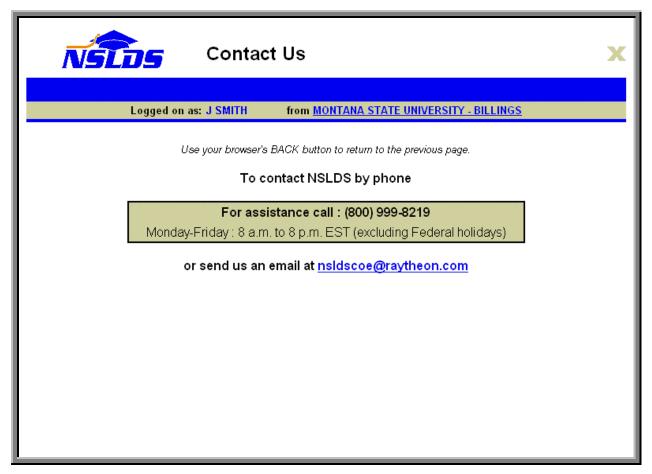


Figure 3–7, Contact Us

3.2.5 FAQ

There are five categories of **FAQs** (Frequently Asked Questions) (Figure 3–8):

- About the National Student Loan Data System (NSLDS)
- Technical/Browser questions
- Access questions
- Problem questions
- Printing questions

Each category includes a list of FAQs relating to that topic. Select your question from the appropriate category and click on it to view the answer.



Figure 3–8, Frequently Asked Questions

3.3 Messages

The **Messages** page on the main **Menu** displays the current news and updates for the user community. To read the entire message, click on it, and the browser displays that message in full on the **Message Detail** page. (Figure 3–9).

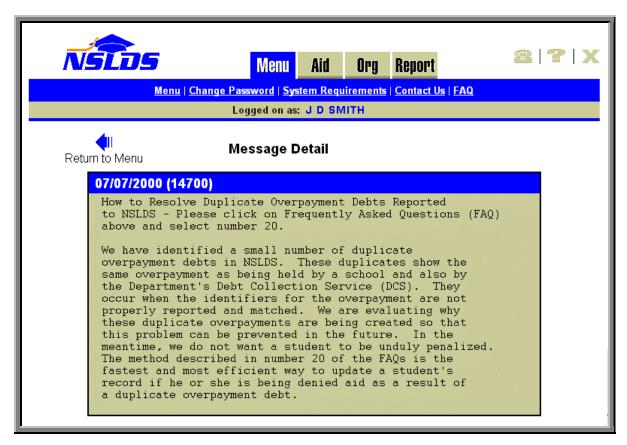


Figure 3–9, Message Detail

3.4 Financial Aid

The **Financial Aid** menu allows you to link to information about Title IV loans and grants. It provides detailed information about the borrower's loans and grants, and student enrollment status.

3.4.1 Aggregate Loan Information

The **Aggregate Loan Information** page (Figure 3–10 and Figure 3–11) lists all associated aggregate loan information and loan summaries including PLUS loans for a student. If a student is subject to one or more conditions that affect future aid eligibility, you will see a red exclamation mark immediately below the student's identifiers at the top of the page. These exclamation marks indicate negative conditions, such as default that affect a student's eligibility.

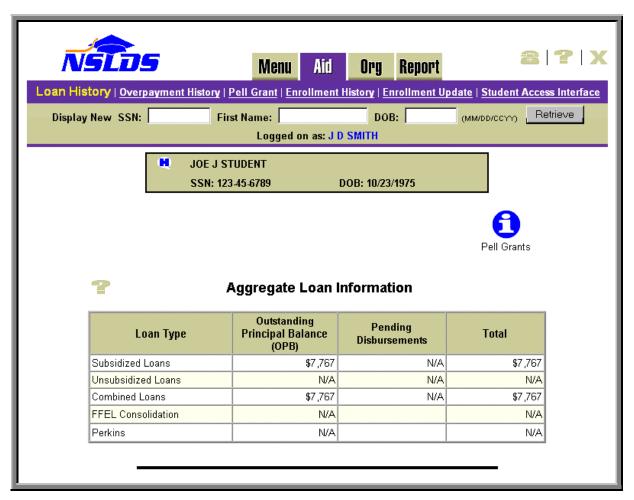


Figure 3–10, Aggregate Loan Information (1 of 2)

If you see an 'H' beside a line in the identifiers results box, borrower history is available. You can view the borrower's name or SSN history by clicking on the 'H' icon. You can scroll down the page to see the following sections:

The Aggregate Loan Information table (Figure 3–10) shows aggregate loan amounts for the student. These aggregate amounts are computed exactly the same way they are on the Institutional Student Information Record (ISIR).

The **Loan Summary** page (Figure 3–11) shows information about all of the student's loans. If you need to sort the table, use the **Sort By** option box above the table. The **Display Only** option box lets you show only those loans that meet the criteria you select. Again, an exclamation mark in a field indicates a condition that needs to be addressed. The legend for exclamation marks in Loan Summary is located at the bottom of the page.

Each loan on the **Loan Summary** page has a numbered blue box in front of it. Click on this box to go to the **Loan Detail** page, where you can view specific information about that loan organized in the following tables: Detail, Amounts, Activity, Status Change, and Guaranty Agency/Lender/Lender Agent History.

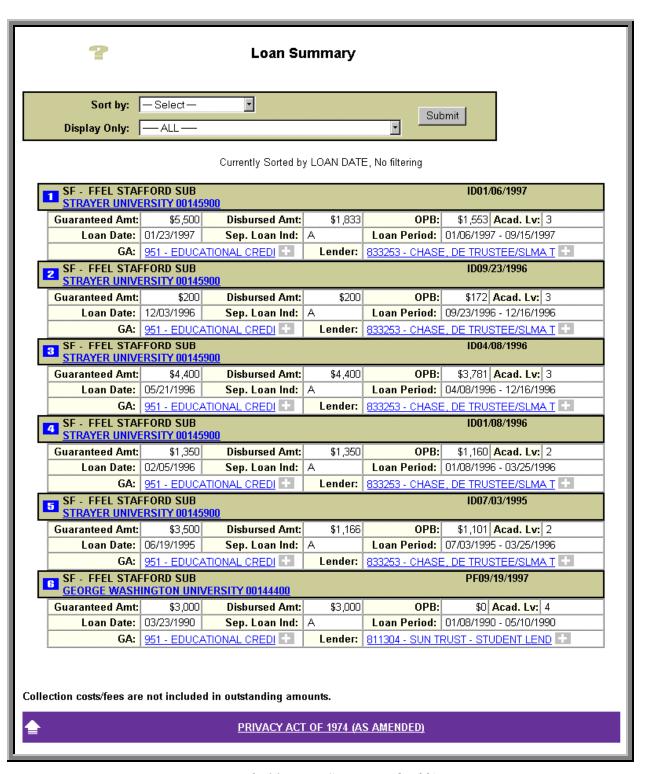


Figure 3–11, Loan Summary (2 of 2)

3.4.1.1 Borrower Name History

The **Borrower Name History** page (Figure 3–12) can only be accessed by clicking on the **History** icon next to the current **Name** on the **Financial Aid** pages. The Borrower Name History page lists name changes for a borrower in the NSLDS database. Name changes occur for various reasons, for example, when people change their last name because of marriage. The borrower's Name, Social Security Number, and Date of Birth display in the identifier box. In the table below the identifier box, you can view the history of first and last names provided to NSLDS. These historical names are listed with the most recent first.

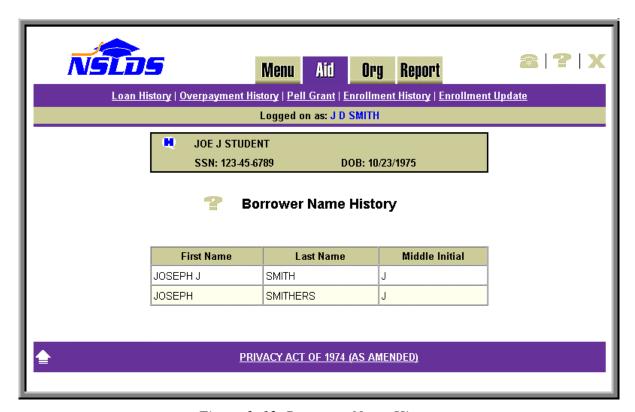


Figure 3–12, Borrower Name History

3.4.1.2 Borrower SSN History

The **Borrower SSN History** page (Figure 3–13) can only be accessed by clicking on the **History** icon next to the current **SSN** on the **Financial Aid** pages. The borrower's Name, Social Security Number, and Date of Birth display in the identifier box. In the table below the identifier box, you can view the list of any associated Social Security Numbers the borrower has been identified with in the past. The historical SSNs are listed with the most recent first.

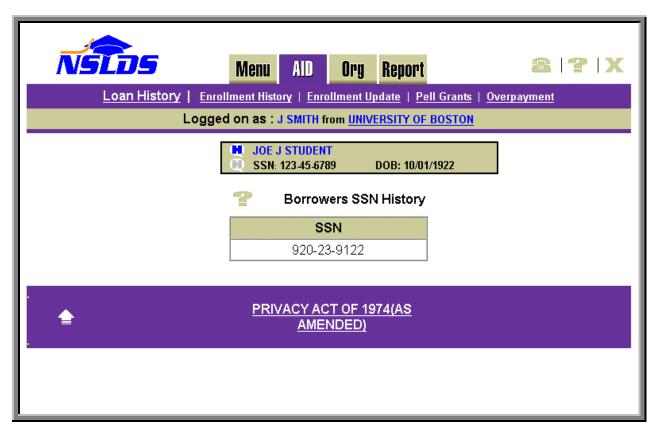


Figure 3–13, Borrower SSN History

3.4.1.3 Loan Detail

The **Loan Detail** page (Figure 3–14) displays historical data for a specific loan. This data includes the loan details, loan amount, loan activity, loan status, and associated guaranty agency, lender, and/or servicer. Some sections of this page are dynamically built and the page contents will differ depending on the loan being viewed.

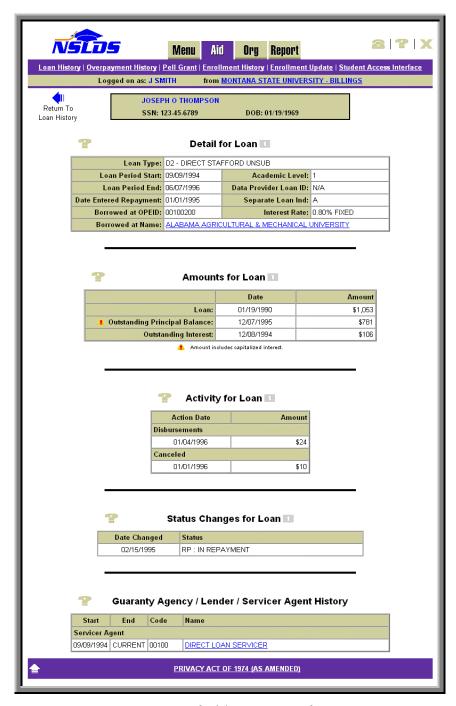


Figure 3–14, Loan Detail

3.4.2 Overpayment History

The **Overpayment History** page (Figure 3–15) displays the overpayments reported to NSLDS for a student. If the overpayment is from your school and you have proper access, you can use this page to create a new overpayment or change the status of an existing overpayment. The Overpayments page summarizes past and present Perkins loan, Supplemental Educational Opportunity Grant (SEOG), and Pell grant overpayments for students.

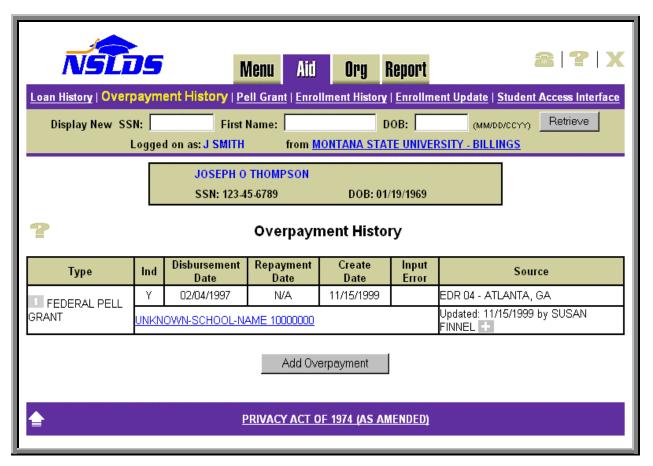


Figure 3–15, Overpayment History

3.4.2.1 Overpayment Add

The **Overpayment Add** page (Figure 3–16) allows you to enter information on students who owe an overpayment on a Title IV grant or a Perkins loan. Overpayment data reported by schools is added to the NSLDS and then transferred to the Central Processing System for inclusion on SARs and ISIRs.

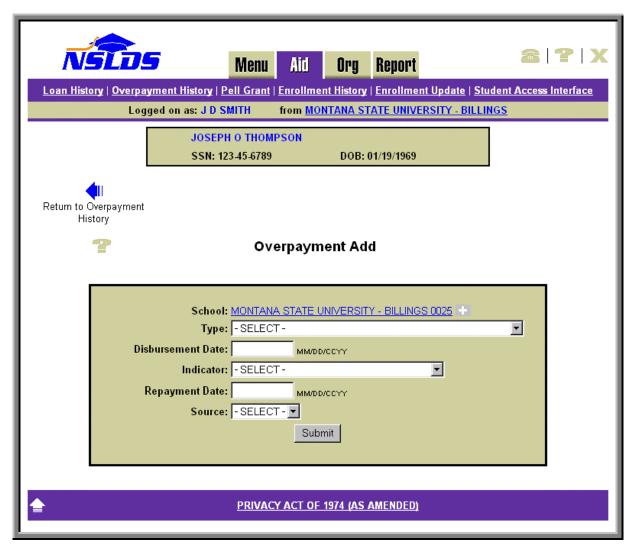


Figure 3–16, Overpayment Add

3.4.2.2 Overpayment Add

The **Overpayment Add** page (Figure 3–17) allows you to add new names of students who now owe on an overpayment on a Title IV grant or a Perkins loan. Overpayment data reported by schools is added to the NSLDS and then transferred to the Central Processing System for inclusion on SARs and ISIRs.

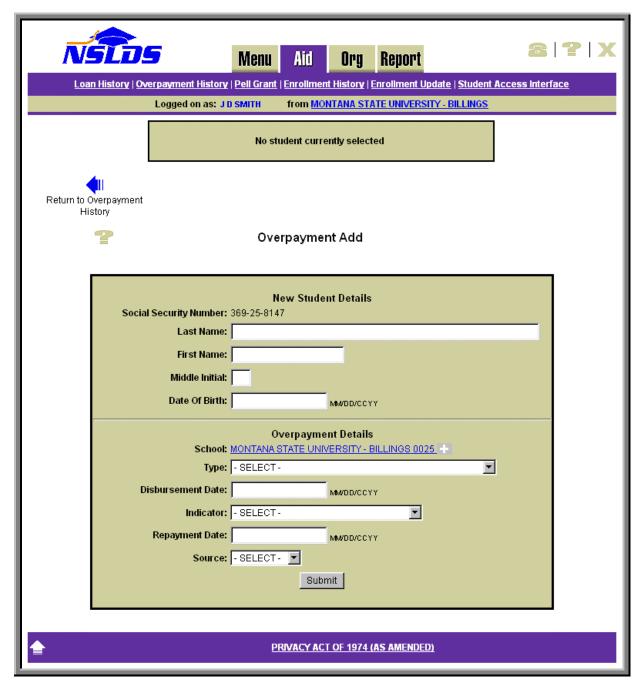


Figure 3–17, Overpayment Add

3.4.2.3 Overpayment Update

The **Overpayment Update** page (Figure 3–18) displays student's overpayment records with the supporting details. From this page, you can update the overpayment status, the repayment date, the source of overpayment, and whether an input error has occurred.

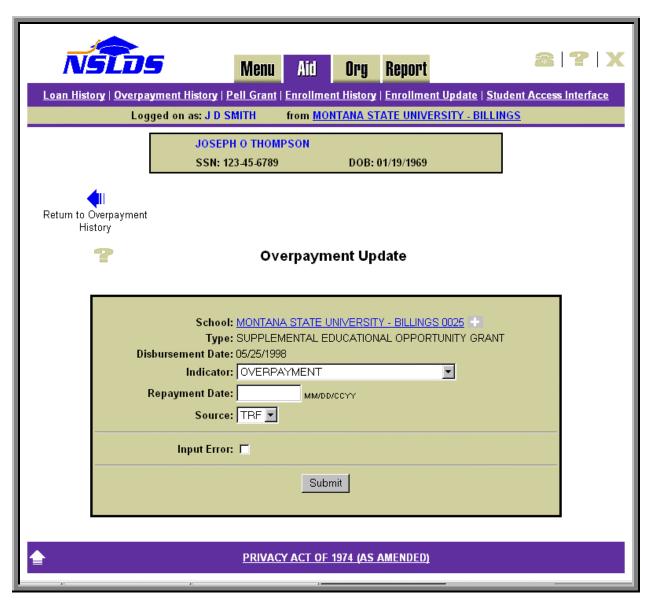


Figure 3–18, Overpayment Update

The reporting of Title IV overpayment information to NSLDS is separate and distinct from the requirement that requires institutions to report some overpayments to the Department so that the Debt Collection Service (DCS) can collect the overpayment.

3-22

3.4.3 Pell Grant History

The **Pell Grant History** page (Figure 3–19) is accessed from the main **Menu** page or the **Loan History** page. This page displays all Pell Grants that a student has been awarded. The Pell Grant icon displays on the Loan History page if at least one Pell Grant exists with an amount greater than zero. The grants display in chronologically descending order.

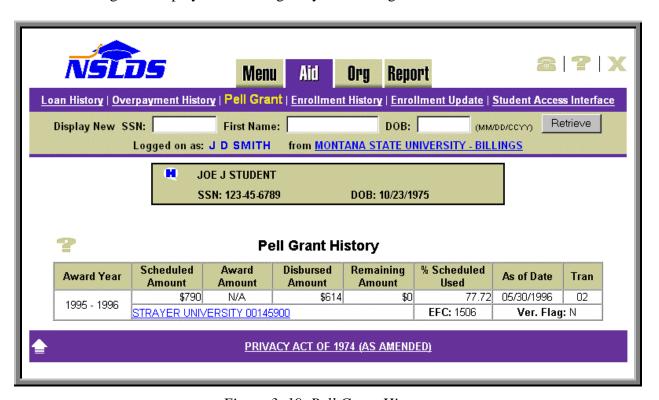


Figure 3–19, Pell Grant History

3.4.4 Enrollment History

The **Enrollment History** page (Figure 3–20) presents information about a student's past and present enrollment status while receiving either a loan or a deferment for a loan. The information consists of the enrollment code, OPEID, names of schools attended, the effective dates, the certification dates, the information source, and an anticipated completion date.

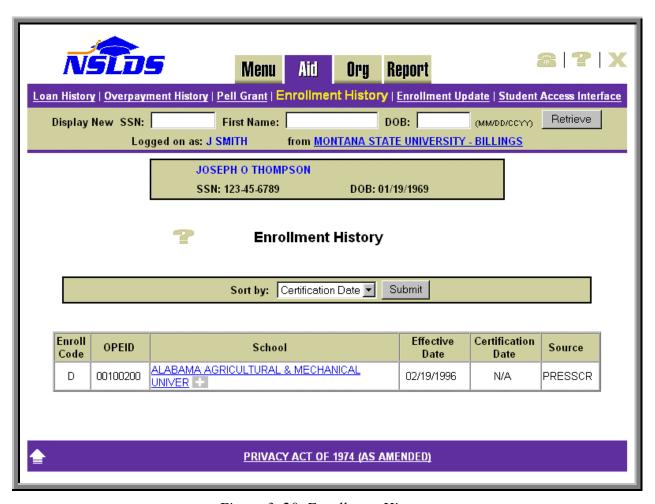


Figure 3–20, Enrollment History

3.4.5 Enrollment Update

The **Enrollment Update** page (Figure 3–21) allows authorized users to create an enrollment status for an individual student. After entering the student identifiers and selecting Enrollment Update, the Enrollment Update page displays.

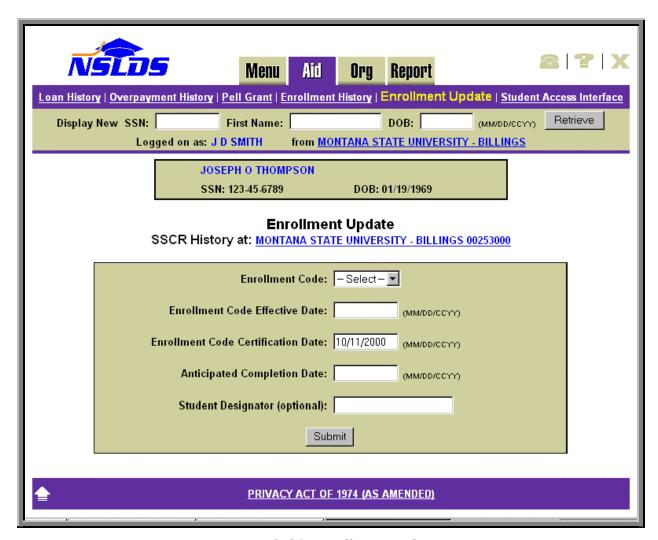


Figure 3–21, Enrollment Update

After entering information in the required fields, click **Submit**. The **Enrollment History** page automatically redisplays with the newly submitted information.

3.4.6 Student Access Interface

The **Student Access Interface** page (Figure 3–22) allows authorized users to first retrieve a student and then navigate to the **Student Access Financial Review** page, where you can view the borrower's financial aid records as the borrower views it.

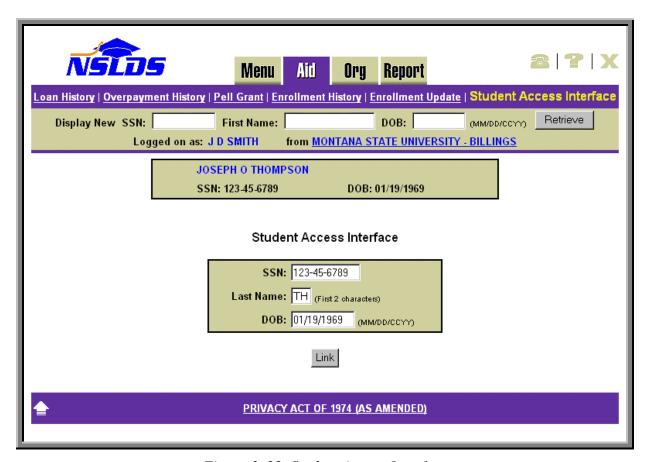


Figure 3–22, Student Access Interface

3.5 Organization

The **Organization** page contains links to information about organizations in the Title IV programs.

3.5.1 Organization Contact List

The **Organization Contact List** page (Figure 3–23) displays the organization and summary contact information for NSLDS functions. The Organization Contact List page is the entry point for all links to the organization's function names. Each organization may add new names to its own organization contacts list in NSLDS by linking to the Organization Contact Add page using the Add New Contact button on this web page.

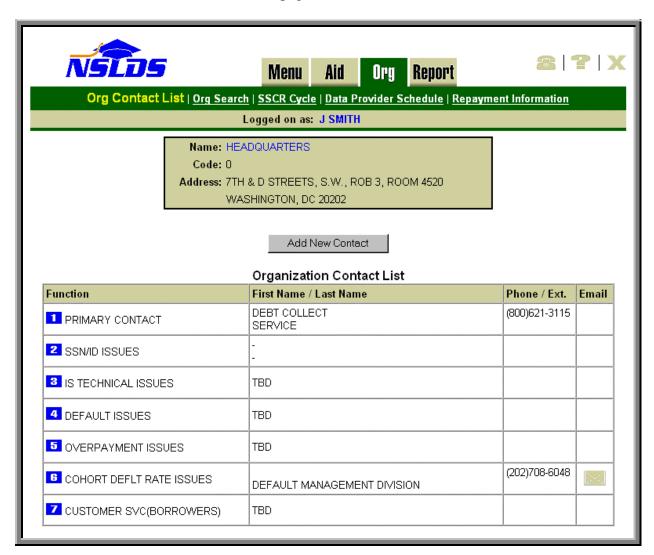


Figure 3–23, Organization Contact List

With appropriate authorization, you can display the following:

- A numbered bullet next to each organization contact. Clicking the bullet links you to the Organization Contact Detail page.
- Add New Contact button above the list of contacts. Clicking the button links you to the Organization Contact Add page.

If you access the Organization Contact List page and no contacts exist, a message displays. If you have appropriate authorization, you can use the Add New Contact button to add a contact.

The following information displays for the organization:

- Name
- Code
- Branch (as appropriate)
- 'Official' address

The following information displays for each contact:

- Function
- First Name
- Last Name
- Phone
- Extension
- E-mail icon if an e-mail address is present

NOTE: The Privacy Act does not apply to any of the Organization pages and does not display.

3.5.1.1 Organization Contact Detail

The **Organization Contact Detail** page (Figure 3–24) displays information to contact a person for further loan information. This page displays details for one contact person.

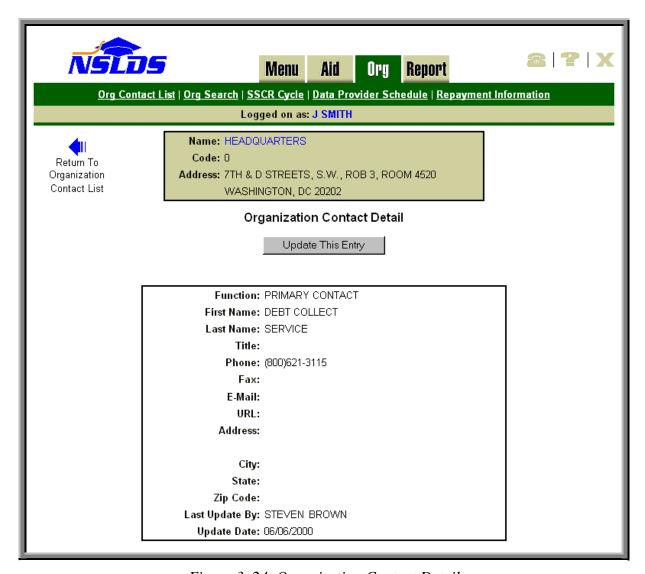


Figure 3–24, Organization Contact Detail

The following fields display:

- Function
- First Name
- Last Name
- Title
- Phone, Extension
- Fax
- E-mail

- URL
- Address
- City
- State
- Zip Code
- Last Update By
- Update Date

Only information that an organization has provided displays. If you have appropriate authorization, you can update this contact information by using the Update This Entry option. You can return to the Organization Contact List page by clicking the displayed arrow.

NOTE: The Privacy Act does not apply to any of the Organization pages and is not displayed.

3.5.1.1.1 Organization Contact Update

The **Organization Contact Update** page (Figure 3–25) allows you, if you are authorized, to update organization contact information for your organization. The Organization Contact Update page displays the contact information for a specific function and allows you to edit this information. After you edit the information, clicking the **Submit** option sends the updated information to NSLDS.

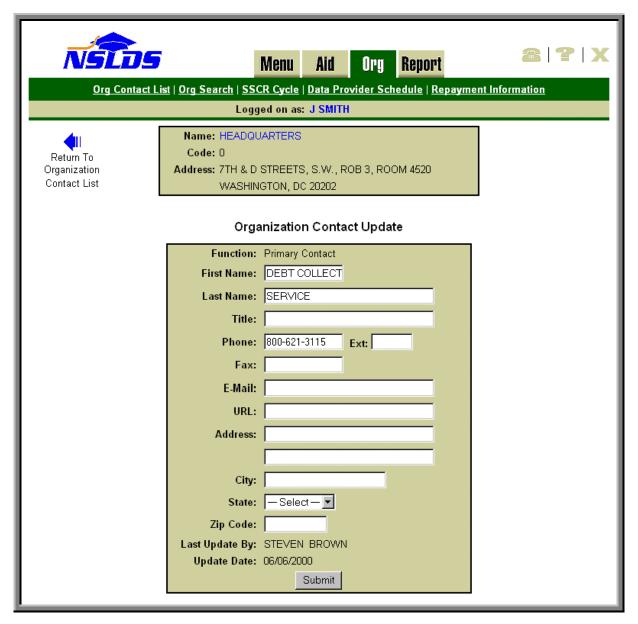


Figure 3–25, Organization Contact Update

The following information displays:

• Functions (you cannot update this field)

- First Name
- Last Name
- Title
- Phone, Extension
- Fax
- E-mail
- URL
- Address
- City
- State (select your option from a drop-down list)
- Zip Code
- Last Update By (display only)
- Update Date (display only)

NOTE: The Privacy Act does not apply to any of the Organization pages and is not displayed.

3.5.1.2 Organization Contact Add

The **Organization Contact Add** page (Figure 3–26) allows you to add new contact information for your organization to NSLDS. To keep your information up-to-date, we encourage you to maintain accurate contact information so that you, your colleagues, and students can benefit from this feature. By adding your institution's contact information, other users have the appropriate individual to contact to resolve any issues. It is important to note that this information is made available to all NSLDS users; however, updates to the organization contact information for your institution can only be made by someone at your organization.

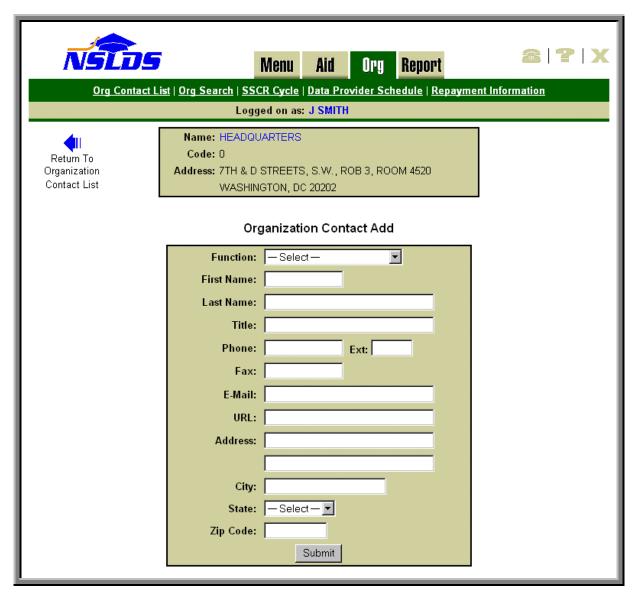


Figure 3–26, Organization Contact Add

The following fields are displayed for you to complete:

- Functions (select your option from a drop-down list)
- First Name
- Last Name
- Title
- Phone, Extension
- Fax
- E-mail
- URL
- Address
- City
- State (select your option from a drop-down list)
- Zip Code

NOTE: The Privacy Act does not apply to any of the Organization pages and is not displayed.

3.5.2 Organization Search

The **Organization Search** page (Figure 3–27) allows you to find an organization. An organization can be a school, guaranty agency, lender, lender branch servicer, FDLP servicer, or the U.S. Department of Education. The Organization Search helps you find only those organizations that are in NSLDS.

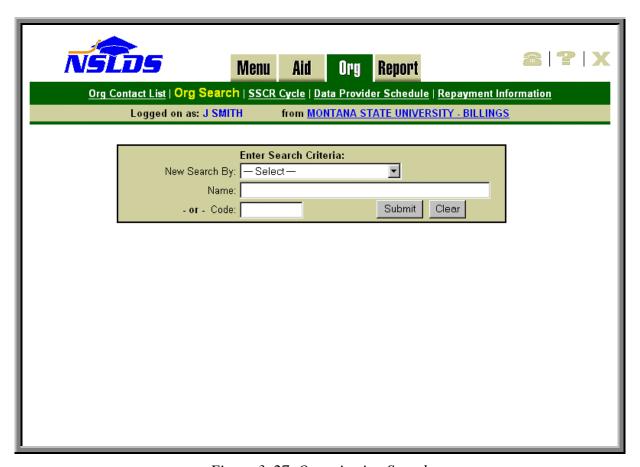


Figure 3–27, Organization Search

Organization Search allows you to search for an organization either with the Organization Code and/or with the Organization Name. When a search is performed, the page redisplays summary information for each organization that matched the search criteria.

Fifty search results are shown, with a numbered bullet next to each organization. Clicking on the bullet takes you to the **Organization Contact** page for the selected organization. The organizations most closely matching search criteria display first.

After a search is performed, the 'New Search By' fields remain populated with the search criteria, allowing you to refine the search if necessary.

NOTE: The Privacy Act does not apply to any of the Organization pages and is not displayed.

3.5.3 SSCR Cycle Selection

The **SSCR Cycle Selection** page (Figure 3–28) displays the existing SSCR cycle selection or a default cycle set to bimonthly. From this page, you can change the months your organization should receive SSCR rosters, and you can choose the sort order in which you wish to receive your SSCR roster.

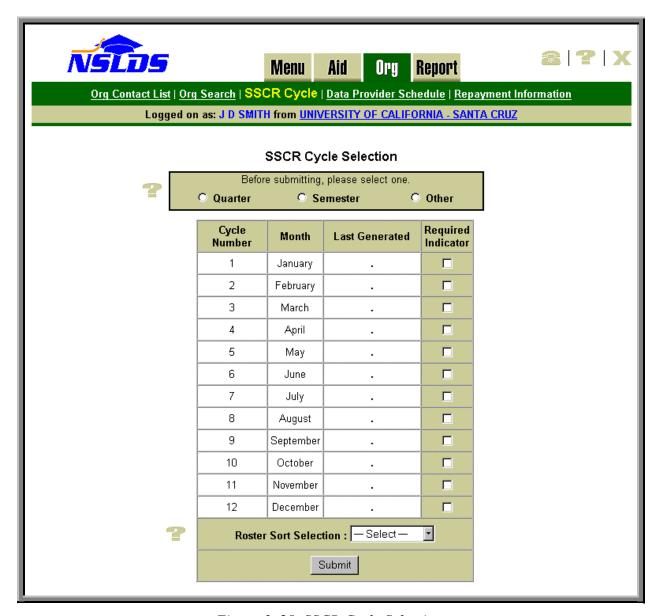


Figure 3–28, SSCR Cycle Selection

3.5.4 Data Provider Schedule

The **Data Provider Schedule** page (Figure 3–29) presents a history of current, past, and future scheduled data provider submittals. The table is populated with information based on your logon ID and cannot be updated from this page.

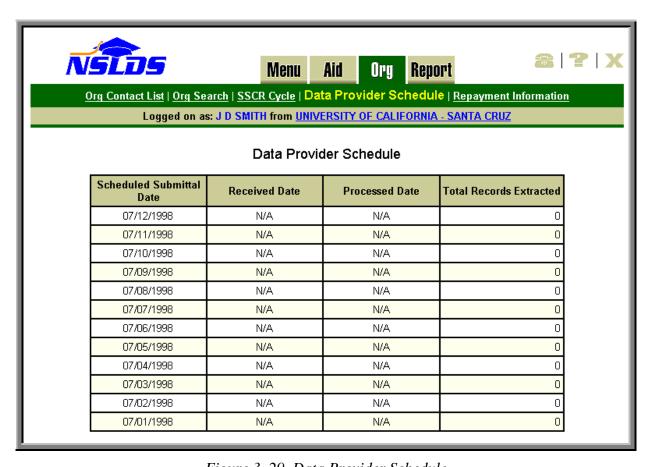


Figure 3–29, Data Provider Schedule

When you select the **Data Provider Schedule** link from the main **Menu** page, you are transferred to the **Data Provider Schedule** page. Scheduled submittal records are sorted in descending order by scheduled submittal date and by received date. This page can accommodate a list of as many as 50 submittals. Data providers who have more than 50 submittals see only the 50 most recent, including future dates. Data providers selecting this page without submittals are shown a message indicating this fact.

3.5.5 Repayment Information

The **Repayment Information** page (Figure 3–30) presents the current repayment status of certain borrowers in FFEL and Direct Loan (DL) Programs who attended a school during a specific period. This information has no relationship to the calculation of a draft or final cohort default for a school and will not be used in that process. This data is provided solely for informational purposes and may not be used in any administrative procedure. The information reported is based on information provided by the guaranty agency that guaranteed the loan or by the Direct Loan servicer.

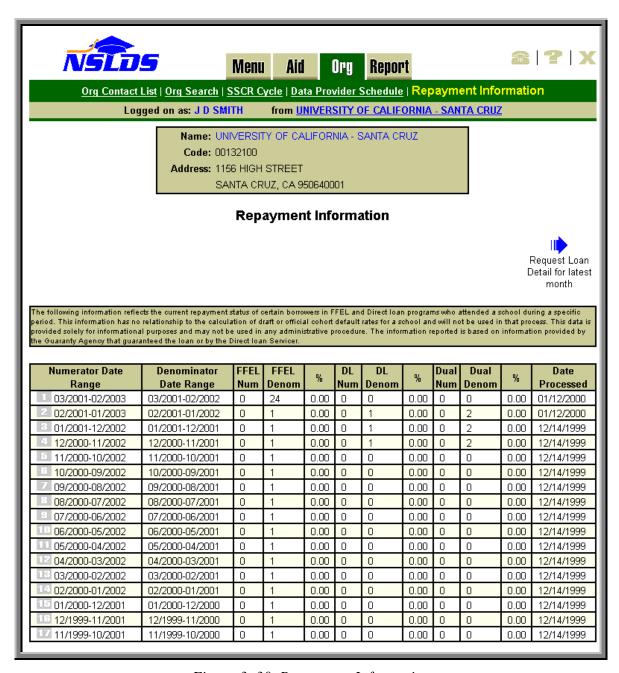


Figure 3–30, Repayment Information

The Repayment Information includes the following details:

- Numerator Date Range—Identifies the 24-month period used to determine whether any borrowers have defaulted or met other specified conditions on FFEL and/or DL Program loans that entered repayment in the first 12-months of the identified 24-month period.
- Denominator Date Range—Identifies the 12-month period used to determine the borrowers that have entered into repayment on FFEL and/or DL Program loans.
- FFEL Num—The total number of borrowers that entered repayment on FFEL Program loans during a specified 12-month period and have defaulted on those loans during the same 12-month period or the next 12-month period.
- FFEL Denom—The total number of borrowers that entered repayment on FFEL Program loans during a specified 12-month period.
- %—FFEL student repayment history rate.
- DL Num—The total number of borrowers that entered repayment on DL Program loans during a specified 12-month period and have defaulted on those loans during
- the same 12-month period or the next 12-month period.
- DL Denom—The total number of borrowers that entered repayment on DL Program loans during a specified 12-month period.
- %—Direct loan student repayment history rate.
- Dual Num—The total number of borrowers that entered repayment on FFEL and/or DL Program loans during a specified 12-month period and have defaulted on those loans during the same 12-month period or the next 12-month period.
- Dual Denom—The total number of borrowers that entered repayment on FFEL and/or DL Program loans during a specified 12-month period.
- %—Dual student repayment history rate.
- Date Processed—Identifies the date the Student Repayment History Report was processed.

3.6 Reporting

The **Reporting** page allows you to link to the Web pages about reports generated from the NSLDS data. Reporting includes a link to the **Report List** page, which is a list of reports available for your retrieval.

You can click on the **Report List** link to view the list of NSLDS provided reports. From the **Report List** page you can link to the various reports and select your desired parameters.

3.6.1 Report List

The **Report List** page (Figure 3–31) lists the NSLDS reports available for your retrieval. The list includes the **Report ID**, **Report Name**, and the **Log link**. The reports displayed on the list depend upon your user ID.

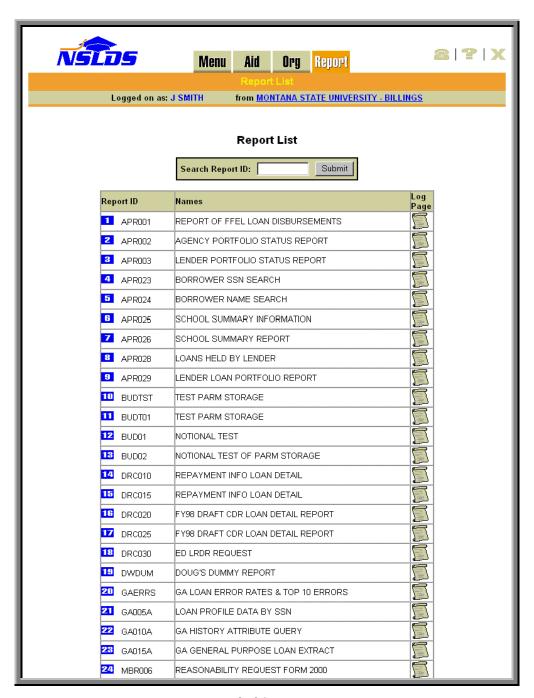


Figure 3–31, Report List

To generate your desired report, click on the corresponding number in the **Report ID** column. This links you to the **Report Parameters** page where you select your desired output variables.

3.6.1.1 Report Parameters

The **Report Parameters** page (Figure 3–32) allows you to choose the **Type** (report or extract), the **Report Parameters**, the **Sort By**, and the **Output Medium** for a report. The Type, Report Parameters, and Sort By options can differ for each report. The Output Medium option is based upon your User ID.

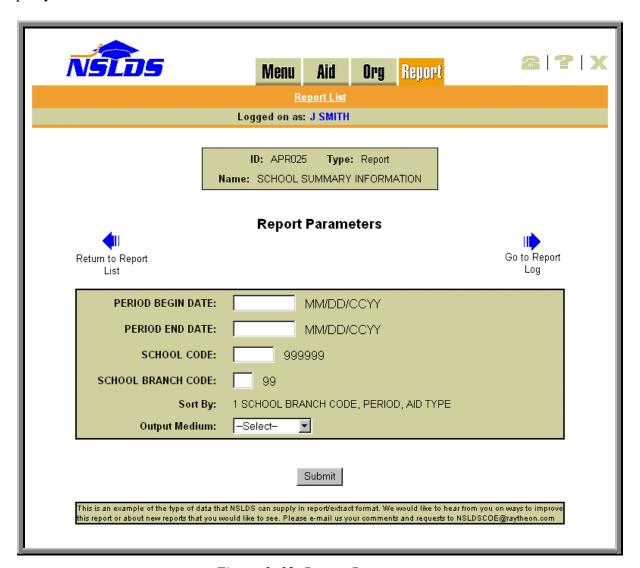


Figure 3–32, Report Parameters

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3.6.1.2 Report Log

The **Report Log** (Figure 3–33) keeps a record of each report requested by your organization along with the requesting individual and the date. The report's **ID** and **Name** display at the top of the page.

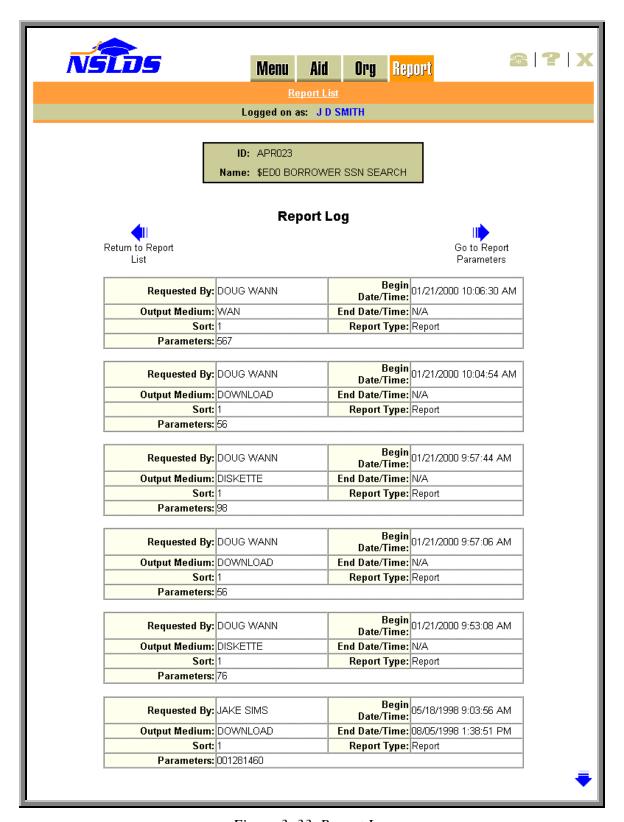


Figure 3–33, Report Log

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Each time a user requests a report, NSLDS registers the following information.

- Requested By—The requestor's name.
- Output Medium—The output device the user selected for the report.
- Sort—The number corresponding to the sort option selected. (The sort options vary depending on the selected report.)
- Parameters—The variables selected that determined the report's results.
- Begin Date/Time—The date and time the report was requested.
- End Date/Time—The date and time the report was completed. (N/A means that the report has not completed processing.)
- Report Type—This identifies whether the report was in a report format or an extract file.

The most recent request appears at the top of the page. A maximum of 50 records display on one page. If the report includes more than 50 records, you can click the Next Group arrow.



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